



PATIENT CENTERED HEALTH CARE HOME EDUCATION AND EVALUATION PROGRAM

GUIDING PRINCIPLES OF A PATIENT CENTERED HEALTH CARE HOME

Background:

Using the PCHCH definition as a starting point, the PCHCH Advisory Group developed a set of guiding ideals for the culture, organization, and operation of a PCHCH, the goal of which is optimizing care impact and satisfaction for patients. These guiding ideals are known as the PCHCH Guiding Principles, and form the underlying foundation for all three PCHCH toolkits.

PCHCH GUIDING PRINCIPLES:

PRINCIPLE 1 — PATIENT CENTERED CARE CULTURE

The PCHCH's operational culture successfully supports a patient-friendly, patient-centered approach to care.

PRINCIPLE 2 — APPROPRIATE ACCESS TO CARE

The PCHCH strives to provide patients with prompt and convenient access to the best care and care outcomes possible.

PRINCIPLE 3 — INDIVIDUALIZED CARE PLANNING

The PCHCH works in a close and cooperative partnership with patients, families and other caregivers to establish a plan of care over the lifespan of the patient that reflects a high level of shared decision-making.

PRINCIPLE 4 — EFFECTIVE AND TIMELY CARE COORDINATION AND FOLLOW-UP

The PCHCH is accountable for all care provided to the patient, and displays the ability to proactively anticipate, plan, coordinate, monitor and follow-up on its patients' care and community and social needs, utilizing health information technology and population-based health tools where possible.

PRINCIPLE 5 — ELIMINATING HEALTH CARE DISPARITIES

The PCHCH is committed to eliminating disparities in care access and delivery.

PRINCIPLE 6 — PROMOTING CARE QUALITY AND CONTINUOUS QUALITY IMPROVEMENT

The PCHCH is committed to providing high quality care for its patients, utilizing evidence-based care guidelines and measuring and tracking care outcomes to drive continuous quality improvement.

PRINCIPLE 7 — STEWARDING THE COST-EFFECTIVE USE OF HEALTH CARE RESOURCES

The PCHCH evaluates the risks and benefits of care options for each patient, striving to optimize the clinical impact for the patient while giving due consideration to the cost impact for the patient, family, and society at large.

PRINCIPLE 8 — EXCELLENCE IN CUSTOMER SERVICE

The PCHCH strives to provide the best care experience for its patients, surveying patients on their experience and satisfaction, and actively using this information to continuously improve the customer experience.

PRINCIPLE 9 — COMMITMENT TO TRANSPARENCY

The PCHCH generates validated data on its clinical outcomes, its ability to reduce unnecessary utilization and costs, and its patient satisfaction levels for public reporting purposes, providing existing and potential patients as well as payer’s objective information for evaluating the PCHCH.

PRINCIPLE 10 — PCHCH INFRASTRUCTURE AND OPERATIONS

The PCHCH’s organizational and operational infrastructure, operational policies, workflow protocols, team structure, clearly delineated individual staff responsibilities, and internal training, successfully support effective and timely delivery of PCHCH services to the population served.

COMMENTERS’ DIRECTIONS:

Please provides any comments you have on the PCHCH Principles above, in terms of content, emphasis, comprehensiveness, and any important omissions. Note: Any comments you have on the on the overall design and content of the PCHCH Evaluation and Education Program should be submitted under the “General Comments” section.

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